NETOP GUEST INSTALLATION ON A TERMINAL SERVER

NETOP®

RemoteControl

Secure Remote Management and Support

30.06.2017

NETOP RemoteControl

Contents

1 Introduction

This article describes how to install and configure a Netop Guest on a terminal server machine, so that it becomes available for use in each terminal server session started on that server.

Since Netop Remote Control modules running on the terminal server (in this case, the Netop Guests) are required to communicate with Netop Remote Control modules running outside the terminal server (i.e.: on networked PC's or "fat clients", in this case the Netop Hosts), you must observe certain necessary non-standard configuration settings.

In most Terminal Server environments, the Netop Guest can be installed as on Windows PC. After the installation, you should make some minor configuration changes in the Guest for it to be available for all users in the Terminal Server.

In rare cases, you may have to install and run a Netop Gateway in the Terminal Server. The Netop Gateway can receive Netop communication that uses one communication protocol and send it using another communication protocol. It may also serve as a router for Netop traffic between virtual Netop networks.

Note: All Netop Remote Control modules should be installed on the console session of the terminal server machine. Otherwise, the configuration cannot be done properly.

1.1 When to use the standard Netop Guest installation?

A standard installation of the Netop Guest is advised where you do not restrict user applications communicate directly through the attached network card. I.e. a Netop Guest is allowed direct communication, out of the Terminal Server, with other Netop modules or services in your network or via the internet. This is most often the case, because the general network traffic restrictions out of your network will still apply, just like using e.g. an internet browser from within the terminal session.

For information on a standard Netop Guest installation and configuration on Terminal Server, see Using Standard Netop Guest Installation on a Terminal Server.

1.2 When to use a Netop Gateway with the Netop Guest?

A Netop Gateway running in the Terminal Server may be necessary in the following cases:

- You want to prevent the Netop Guest in all TS sessions from communicating directly through the TS NIC.
- You want the Netop Guest traffic to appear from only one TS IP/port combination.
- You experience communication issues by reaching the upper limit of available receive ports.
- You want the Netop Guest to be able to communicate with Netop Hosts running in TS sessions in other Terminal Servers. And at the same time, you do not have the option of connecting through Netop Portal or Netop WebConnect.

For information on a standard Netop Guest installation and configuration on Terminal Server, see Using a Netop Gateway with the Netop Guest on a Terminal Server.

2 Using Standard Netop Guest Installation on a Terminal Server

2.1 Set the configuration path for all users

By default, each user has own Guest configuration, saved under the user profile.

```
DataPath=%systemdrive%\<user>\<PATH-TO-GUEST-CONFIGURATION>
```

To ensure that all Guest users have the same Guest configuration:

1. Create the file `%systemroot%\Netop.ini` on the server.
2. Create a `[GUEST]` section and add the `DataPath` property with the desired location where the Guest configuration should be saved.

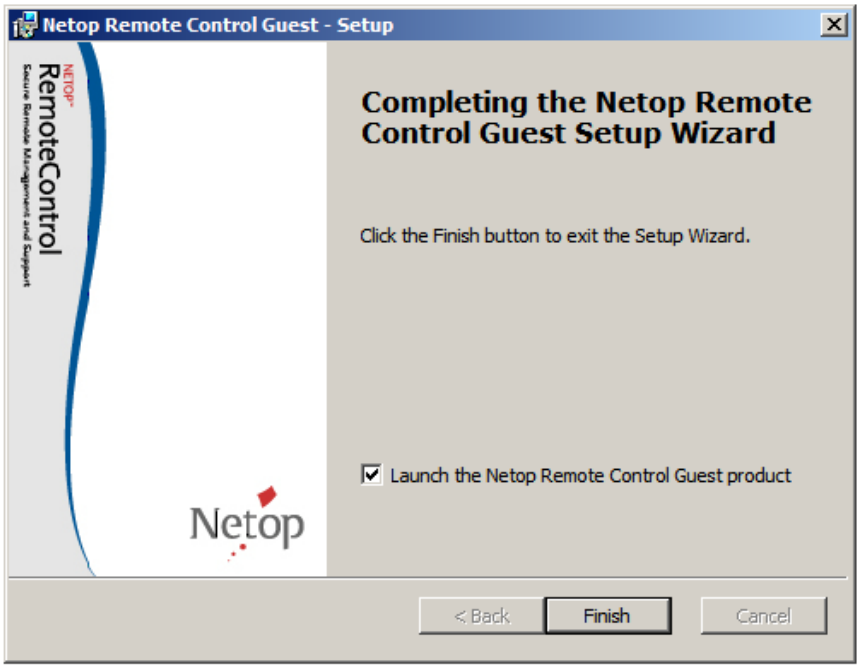
   Example:

   ```
   [GUEST]
   DataPath=<PATH-TO-GUEST-CONFIGURATION>
   ```

2.2 Install the Guest

On the console session of the terminal server machine, install the Netop Guest:

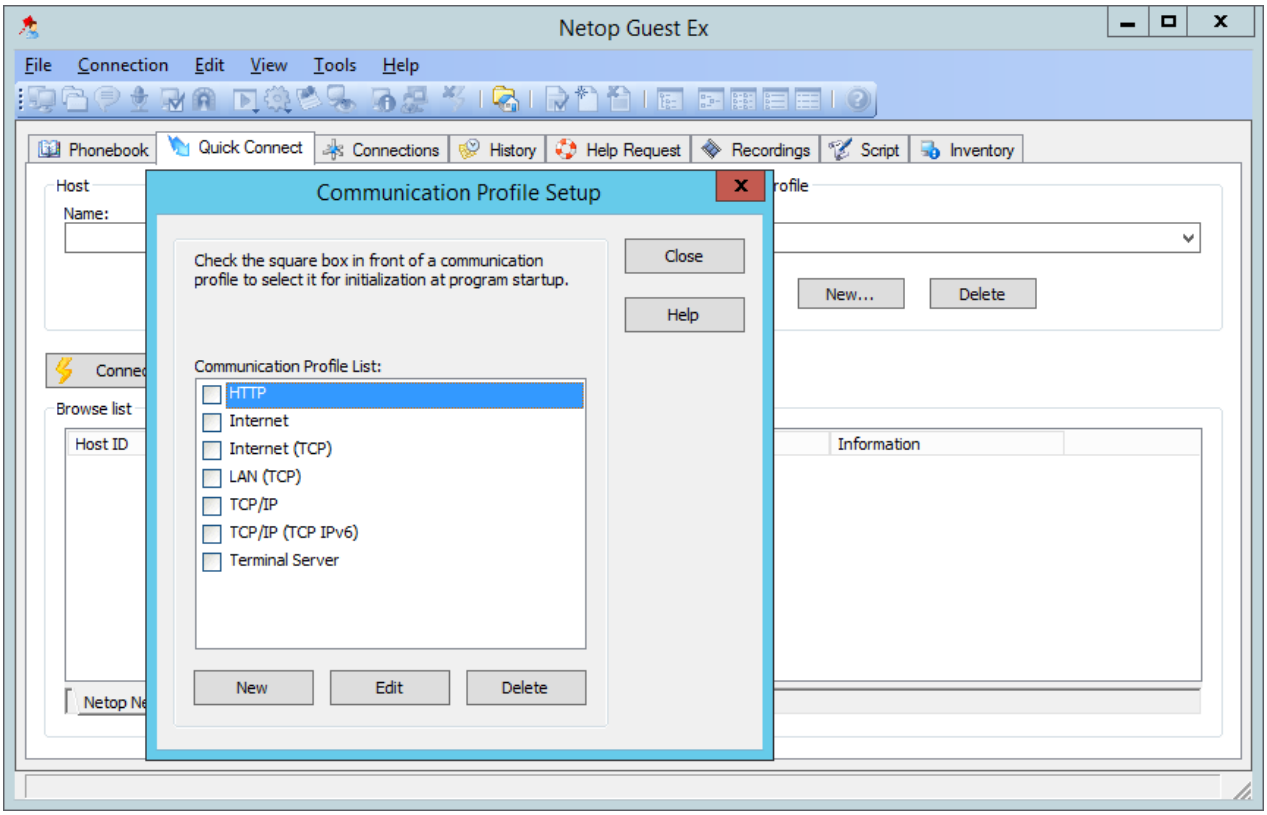
1. Download the Netop Guest and run the .msi file.
2. Run the Setup Wizard making the desired settings. Click **Next** to run through the wizard.
3. On the wizard last page, make sure to select the **Launch the Netop Remote Control Guest product** checkbox.

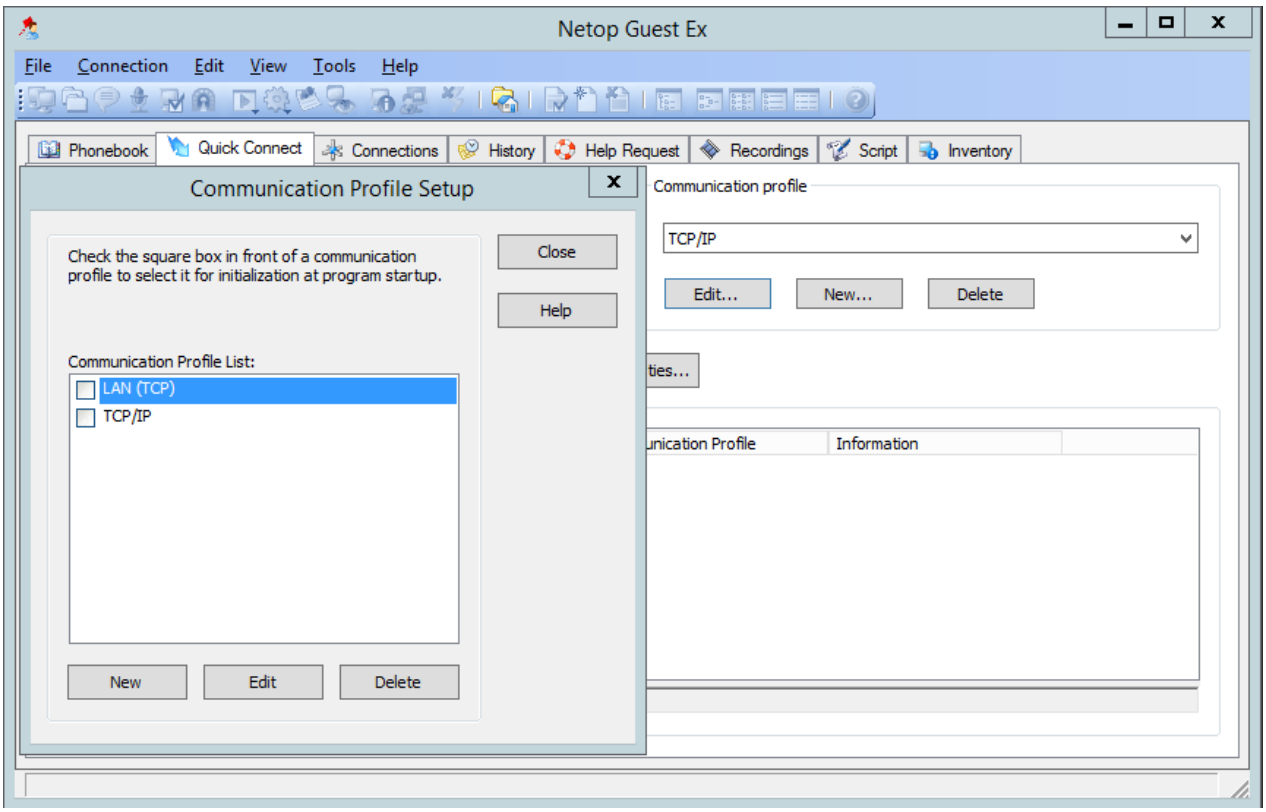


4. Click **Finish** to complete the Guest installation. Once the Guest installation is complete, the Guest configuration wizard displays and you need to configure the Guest, see Configure the Guest.

2.3 Configure the Guest

1. Go to **Tools > Communication Profiles** and edit the communication profile named TCP/IP.
2. Click the **Advanced** button and uncheck **Use default port numbers**.
3. For receive port change the default 6502 into 0 (zero).
4. For clarity to your Guest users you may delete communication profiles not to be used, i.e. all but LAN(TCP) and TCP/IP (No communication profiles are to be check marked).





The Guest is now ready for direct connections (using DNS or IP address) to Hosts using either LAN (TCP) or TCP/IP.

3 Using a Netop Gateway with the Netop Guest on a Terminal Server

3.1 Install the Gateway

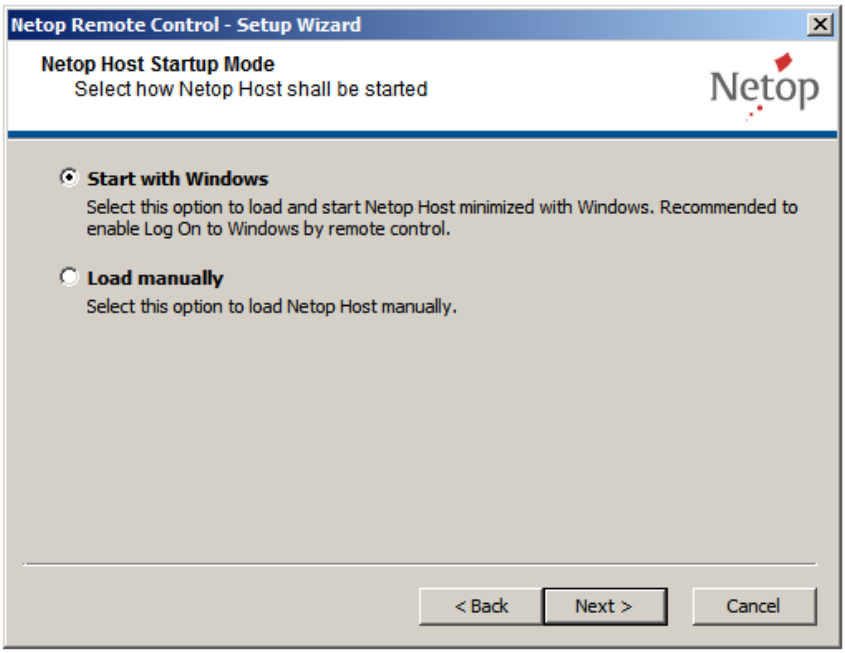
On the console session of the terminal server machine, install the Netop Gateway:

1. Download the Netop Gateway and run the .exe file.
2. Run the Setup Wizard making the desired settings. Click **Next** in order to run through the wizard.
3. On the wizard last page, make sure to select the **Launch the Netop Gateway product** checkbox.

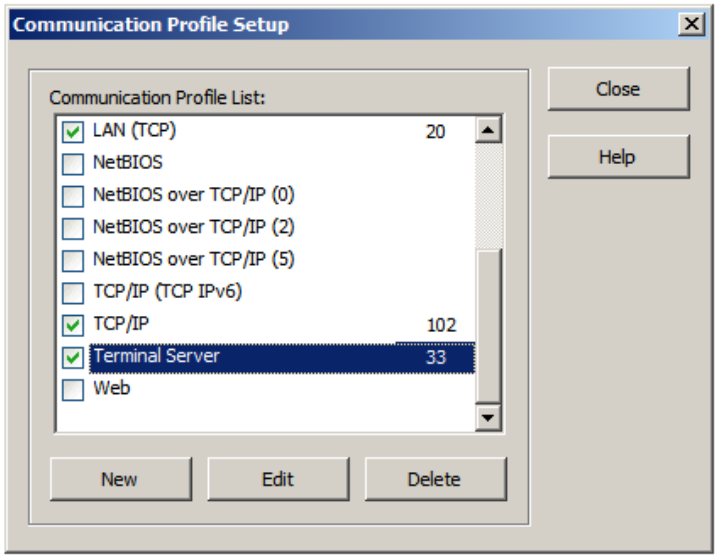
4. Click **Finish** to complete the Gateway installation. Once the installation is complete, the configuration wizard is displayed and you need to configure the Gateway, see Configure the Gateway.

3.2 Configure the Gateway

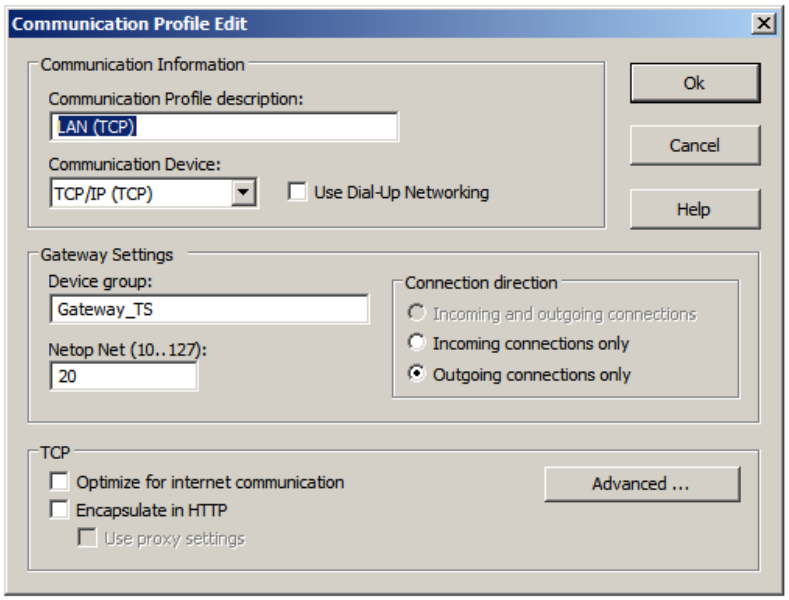
1. Run through the configuration wizard and select the desired setup options to make the Host ready for use. On the *Netop Host Startup Mode* window, make sure to select the **Start with Windows** option.



2. Complete the wizard configuration clicking the **Finish** button. The Netop Gateway is now up and running.
3. Go to **Tools > Communication Profiles** and check mark the following communication profiles: **Terminal Server** and **LAN (TCP)** and/or **TCP/IP**.

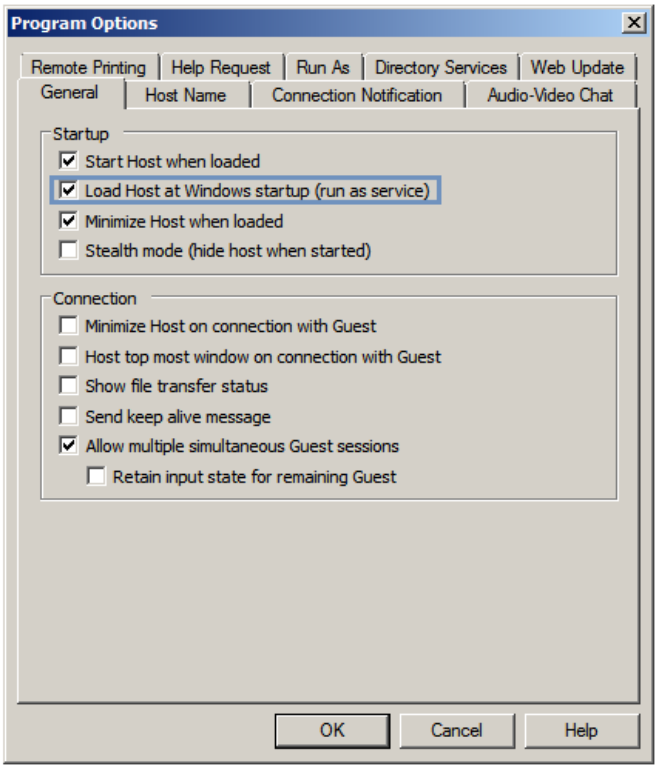


4. Edit the **LAN (TCP)** profile, set a name under **Device group**, and change the profile to **Outgoing connections only**.

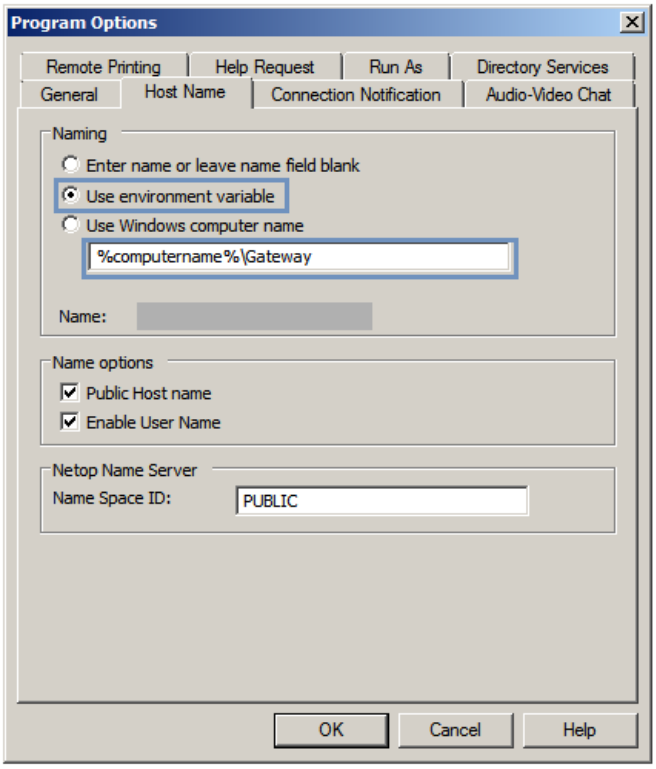


   Click **Close**.

5. Go to **Tools > Program Options**. The gateway general options display (that is, the **General** tab). Make sure to select the **Load Host at Windows startup (run as service)** option.

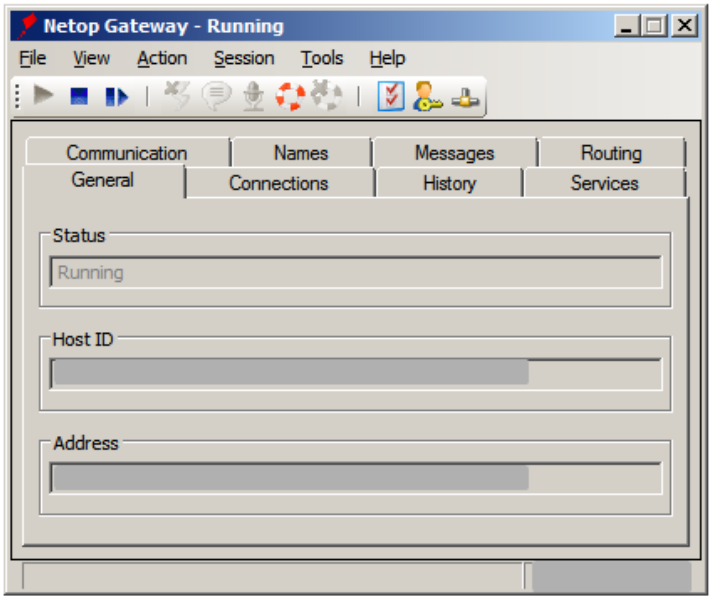


6. Click the **Host Name** tab and from the *Naming* section, select the **Use environment variable** option. This will allow you to select an individual name for the console session (for example, `%computername%\Gateway`) where the Gateway runs.



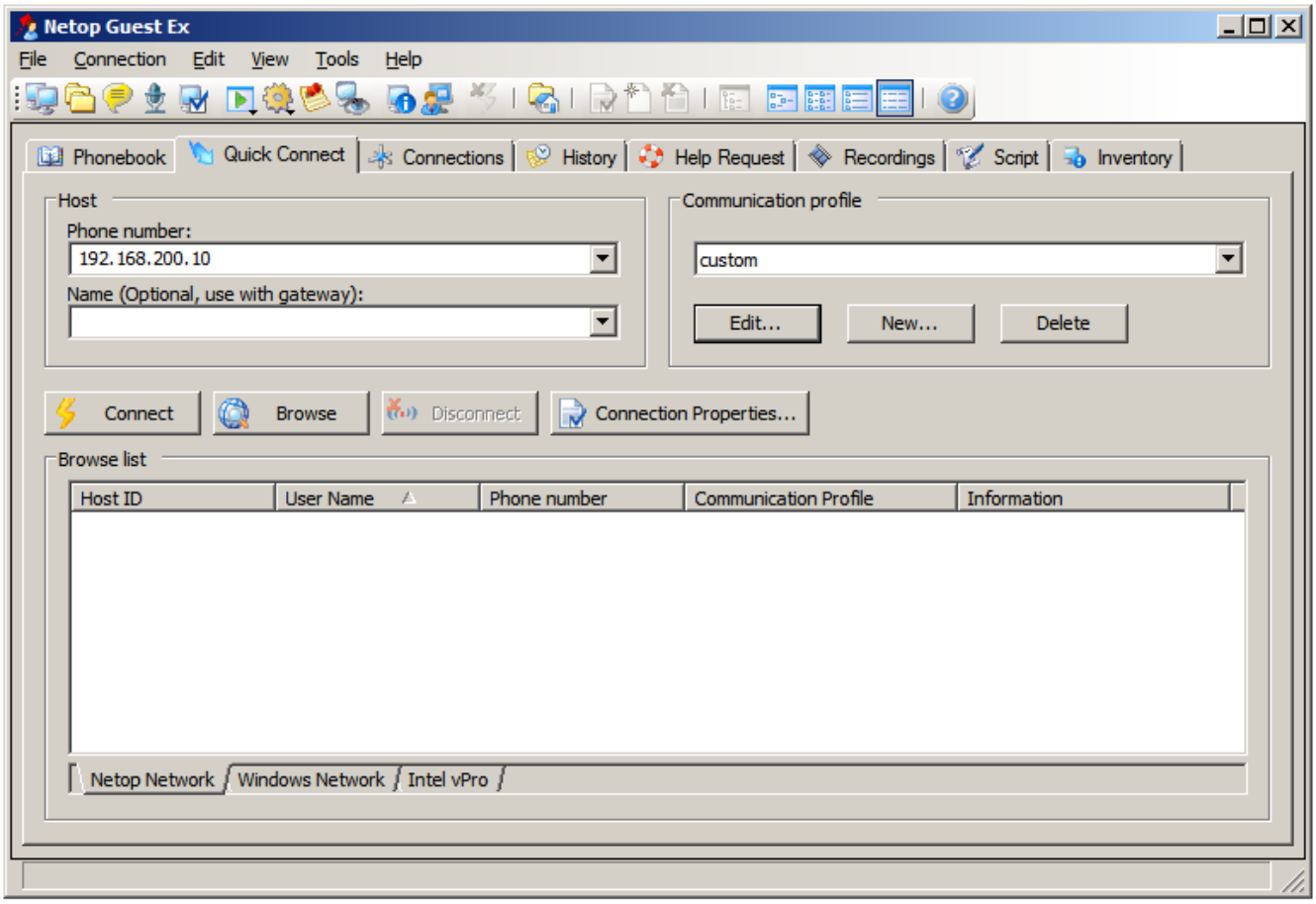
7. Make the proper naming settings and click **OK**.

8. Restart the Gateway for the settings to take effect.



4 Connecting from the Netop Guest to an outside Netop Host

Enter the name or IP of the Host you want to connect to, select the custom communication profile created and click **Connect**.



The connection will be established through the Netop Gateway module running on the console session of the terminal server. The communication between the Netop Gateway and the Netop Host will be the TCP protocol.